IAWP
International Association of Workforce Professionals

2004 State Educational Conference and Convention

"The Survival Tools for Personal & Professional Growth"

EMPLOYER SEMINAR

FRIDAY, APRIL 30, 2004
8:30 a.m. – 4:00 p.m.

FEATURED TOPICS

THE EMPLOYER TOOL KIT
Bonnie L. Parks, Executive Director – Senior Worker Advocate Office
William (Bill) Beal, Communication Coordinator – EDD Public Affairs
An overview of best practices gathered from successful companies from throughout the nation. These strategies have assisted employers in addressing their skilled labor shortage by adopting age neutral and innovative employment practices to attract and retain prime employees.

"FIVE VALUES THAT DRIVE CUSTOMER SERVICE EXCELLENCE
Jeannie Davis, President of Now Hear This
A Colorado-based communication training company specializing in Telephone Customer Service:
What about the dichotomy of the customer and the service provider? How does your relationship with subordinates impact customer communication? Consistency in improving managerial effectiveness and strengthening customer relationships – internal and external – we may be treating some customers the same way we don't like being treated. Keeping in mind that customer service excellence is measured through the customer's perception!

Additional information on: Employer Tax, Disability Insurance, Job Service, Work Opportunity Tax Credits, Enterprise Zones, Workforce Investment Act, and Labor Market Information

Radisson Hotel Newport Beach

4545 MacArthur Boulevard - Newport Beach, California 92660
(949) 833-0570

The Radisson Newport Beach is centrally located in Orange County close to the business districts of Irvine, Santa Ana, Costa Mesa and Huntington Beach, and is just 15 miles from Disneyland. FREE shuttle service is provided from/to John Wayne Airport, just a 1/2 mile away from the hotel.

Make Hotel Reservations Now: Call 1-949-833-0570, and request the IAWP room rate of $84.
CUTOFF DATE FOR HOTEL RESERVATIONS IS APRIL 4, 2004

CONFERENCE REGISTRATION IS REQUIRED
EMPLOYER REGISTRATION

Complete and return this registration form (one form per person) with your check (payable to IAWP) to:
BJ & Tom Sims
C/O 2004 IAWP State Educational Conference & Convention
2367 Venn Avenue
San Jose, California 95124

☐ $75.00   includes seminar and awards luncheon.

Company Name: _____ E-mail:_____

Contact Person: _____

Address: _____ City _____ ____ Zip _____

Phone No. _____ Fax No._____ Amt Enclosed: $_____

Please indicate choice of lunch plate for Friday's Awards Luncheon: ☐Chicken ☐Vegetarian

For further information, contact Nan Bowman at (949) 644-9055 or nanette@bowman-domes.com